

DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES SENIOR AND LONG TERM CARE DIVISION

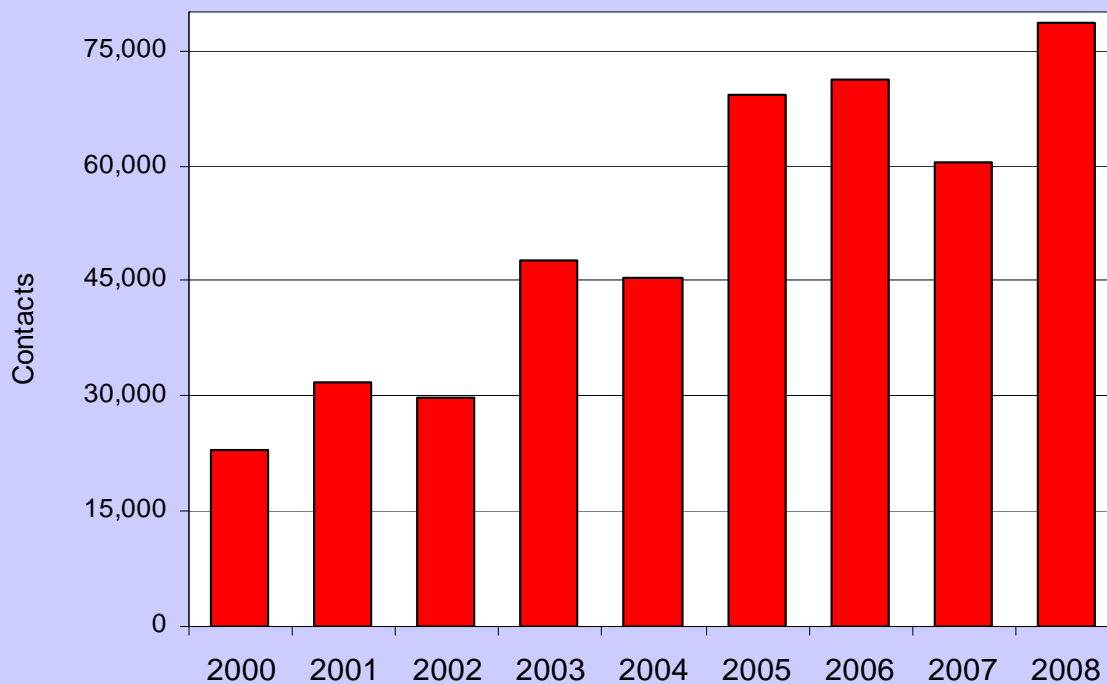
GOAL A

**INCREASE THE ABILITY OF MONTANANS TO PREPARE TO MEET
THEIR OWN LONG TERM CARE NEEDS OR THE LONG TERM CARE
NEEDS OF A FRIEND OR RELATIVE**

OBJECTIVE 3

INCREASE THE NUMBER OF INFORMATION AND ASSISTANCE PROGRAM
CONTACTS EACH FISCAL YEAR

Information & Assistance Program Contacts



COMMENT AND NOTES: Data reflects the total phone and personal contacts with Information and Assistance Technicians. These contacts provide information on a wide range of aging services as well as assistance in resolving caller concerns. The increased contacts in 2005 and 2006 are largely attributable to changes in Medicare.